

{Current Date}

{MEM HIPAA Authorized Rep}
{Address Line 1}{Address Line 2}
{City}, {State} {Zip}

RE: {Member Name} {State ID}

Member Services was asked to review a bill for you. A billing specialist will research the bill and send you a letter with the outcome within 20 business days. If you do not receive the letter within 20 business days, please call us again.

Sincerely,

Iowa Medicaid Enterprise
Member Services

470-4870 (Rev. 01/19)

Call or write the **Member Services Call Center** at:

PO Box 36510, Des Moines, Iowa 50315 – (800) 338-8366; (515) 256-4606 (local in the Des Moines area)
Please visit our website at www.dhs.iowa.gov/ime or e-mail us at IMEMemberServices@dhs.state.ia.us
Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315